Company Name:	The	e Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2020
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit Name:	Total Company	

	Measurement (Cor	npile monthly, file quarterly)	(0	Date filed 05/15/20) at Quarter			Date filed (08/14/20) 2nd Quarter			Date filed (11/14/2020) 3rd Quarter		Date filed (2/14/21) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l	Hadan Intancel	Total # of business days	47.83	82.21	131.40	119.97	195.86	175.47						
	allation Interval	Total # of service orders	22.00	47.00	54.00	71.00	166.00	91.00						
Min.	standard = 5 bus. days	Avg. # of business days	2.17	1.75	2.43	1.69	1.18	1.93						
		Total # of installation commitments	22.00	47.00	54.00	71.00	166.00	91.00						
	allation Commitment standard = 95% commitment	Total # of installation commitment met	22.00	47.00	54.00	71.00	166.00	90.00						
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	1.00						
met		% of commitment met	100%	100%	100%	100%	100%	99%						
Cust	omers	Acct # for voice or bundle, res+bus	6236	6226	6233	6294	6336	6390						
Customer Trouble Report														
·		Total # of working lines												
_	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	99/ (9 per 100 working lines for	Total # of working lines	5848	5840	5848	5926	6025	6095						
蜇	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	43	30	63	47	45	60						
0.	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.51%	1.08%	0.79%	0.75%	0.98%						
Min.	10% (10 per 100 working lines	Total # of working lines	1574	1570	1577	1589	1659	1736						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	22	18	7	17	15	13						
	, ,	% of trouble reports	1%	1.15%	0.44%	1.07%	0.90%	0.75%						
		Total # of outage report tickets	35		42	35	36	36						
Adju	sted Out	Total # of repair tickets restored in < 24hrs	33	28	41	34	36	35						
	ervice Report	% of repair tickets restored ≤ 24 Hours	94%	100%	98%	97%	100%	97%						<u> </u>
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	205.60	188.93	323.99	248.15	330.04	293.57						
IVIII I.	Standard = 30 /6 Within 24 ms	Avg. outage duration (hh:mm)	5.87	6.75	7.71	7.09	9.17	8.15						
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	37	31	45	38	41	48						
		Total # of repair tickets restored in ≤ 24hrs	34	30	43	35	37	36						ļ
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	91.89%	96.77%	95.56%	92.11%	90.24%	75.00%						
		Sum of the duration of all outages (hh:mm)	251.67	243.68	354.62	316.27	643.93	858.85						
		Avg. outage duration (hh:mm)	6.80	7.86	7.88	8.32	15.71	17.89						<u> </u>
Refu	inds	Number of customers who received refunds	0.00	0.00	1.00	0.00	1.00	1.00						ļ
		Monthly anount of refunds	0.00	0.00	24.15	0.00	13.65	19.95					1	L
		T											1	
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing											1	<u> </u>
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent											<u> </u>	
	dard = 80% of calls ≤ 60 ands to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent (w/ a						I					1	1	
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	e Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Report	ing Unit Name:	Friant	

	Measurement (Cor	mpile monthly, file quarterly)	(Date filed 05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte	_		Date filed (11/14/2020 3rd Quarter	,	Date filed (2/14/21) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	11.72	1.47	3.55	1.53	4.15	1.50		79	ССР		1.01	
	Illation Interval	Total # of service orders	3.00	5.00	2.00	2.00	3.00	2.00						
Min. s	standard = 5 bus. days	Avg. # of business days	3.91	0.29	1.77	0.76	1.38	0.75						
		Total # of installation commitments	3.00	5.00	2.00	2.00	3.00	2.00						
	Illation Commitment	Total # of installation commitment met	3.00	5.00	2.00	2.00	3.00	2.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
met		% of commitment met	100%	100%	100%	100%	100%	100%						
Cust	omers	Acct # for voice or bundle, res+bus	388	391	389	396	399	398						†
	omer Trouble Report	ricet in fell veloci di buniane, recenbuc	000		000		333	555						
	, , , , , , , , , , , , , , , , , , ,	Total # of working lines												\vdash
	6% (6 per 100 working lines for	Total # of trouble reports												\vdash
D	units w/ ≥ 3,000 lines)	% of trouble reports												1
Standard		Total # of working lines						1						†
tan	8% (8 per 100 working lines f	Total # of trouble reports												1
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	801	802	805	811	812	815						
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	8	5	3	6	4						
		% of trouble reports	1%	1.00%	0.62%	0.37%	0.74%	0.49%						1
		Total # of outage report tickets	5	7	3	1	4	2						
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	5	7	3	0	4	2						
	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	100%	100%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	44.25	12.23	3.73						
IVIII 1. S	Standard = 90% Within 24 his	Avg. outage duration (hh:mm)	5.54	7.77	9.14	44.25	3.06	1.87						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	5	7	3	1	5	2						
	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	5	7	3	0	4	2						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	0.00%	80.00%	100.00%						
		Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	44.25	57.93	3.73						<u> </u>
		Avg. outage duration (hh:mm)	5.54	7.77	9.14	44.25	11.59	1.87						<u> </u>
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0						<u> </u>
		Monthly amount of refunds	0	0	0	0	0	0						
		<u> </u>						,					•	
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												<u> </u>
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60 ands to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)						•	•					•	•

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fred@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	e Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Shaver	

	Measurement (Cor	mpile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)	,	Date filed (2/14/21) 4th Quarter		
	•		Jan	st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter	Sep	Oct	Nov Nov	r Dec
		Total # of business days	12.26	23.82	30.81	18.37	55.58	69.58	Jui	Aug	Sep	OCI	NOV	Dec
Insta	llation Interval	Total # of service orders	5.00	13.00	13.00	19.00	58.00	33.00						
Min. s	standard = 5 bus. days	Avg. # of business days	2.45	1.83	2.37	0.97	0.96	2.11						
		Total # of installation commitments	5.00	13.00	13.00	19.00	58.00	33.00						
	Ilation Commitment	Total # of installation commitment met	5.00	13.00	13.00	19.00	58.00	33.00						
Min. s	standard = 95% commitment		0.00	0.00	0.00	0.00	0.00	0.00						
met		Total # of installation commitment missed	100%	100%	100%	100%	100%	100%						
Cust	amara	% of commitment met Acct # for voice or bundle, res+bus	1624	1626	1632	1640	1652	1678					-	
	omers omer Trouble Report	Acct # for voice of buridle, res+bus	1024	1020	1032	1040	1002	1070						
custo	'	Total # of working lines					<u> </u>							
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports					-	-					-	
ē	units w/ ≥ 3,000 lines)	% of trouble reports		+			-							1
Standard		Total # of working lines	1681	1685	1693	1708	1772	1813						1
ä	8% (8 per 100 working lines for	Total # of trouble reports	12	3	13	10	20	13						
St	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.18%	0.77%	0.59%	1.13%	0.72%						1
Min.		Total # of working lines	1 /0	0.1676	0.7776	0.5976	1.13/0	0.7270						1
≥	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports		-										
	<u> </u>	Total # of outage report tickets	7	1	8	5	12	9						
		Total # of repair tickets restored in ≤ 24hrs	7	1	8	5	12	8						
Adjus		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	89%						
	ervice Report	Sum of the duration of all outages (hh:mm)	41.37	23.18	58.78	43.00	142.44	142.30						
Min. s	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	5.91	23.18	7.35	8.60	11.87	15.81						1
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	8	1	9	6	14	10						†
Unad	ljusted Out	Total # of repair tickets restored in < 24hrs	8	1	8	5	12	8						1
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	89%	83%	86%	80%						
	•	Sum of the duration of all outages (hh:mm)	62.90	23.18	85.70	67.25	304.82	281.97						
		Avg. outage duration (hh:mm)	7.86	23.18	9.52	11.21	21.77	28.20						
Refu	nds	Number of customers who received refunds	0	0	0	0	1	0						
		Monthly amount of refunds	0.00	0.00	0.00	0.00	13.65	0.00						
Answ	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60 nds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy **Phone:** 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	Th	e Ponderosa	Telephone Co.	U#: 1014-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name	: Auberry	

	Measurement (Cor	npile monthly, file quarterly)	(Date filed (05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte	r		Date filed (11/14/2020 3rd Quarter	,	Date filed (2/14/21) 4th Quarter		
			 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l	Ilation Interval	Total # of business days	6.06	33.02	16.83	64.62	8.74	15.86			·			
		Total # of service orders	5.00	13.00	7.00	28.00	7.00	6.00						
IVIII).	standard = 5 bus. days	Avg. # of business days	1.21	2.54	2.40	2.31	1.25	2.64						
		Total # of installation commitments	5.00	13.00	7.00	28.00	7.00	6.00						
	Illation Commitment	Total # of installation commitment met	5.00	13.00	7.00	28.00	7.00	6.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
met		% of commitment met	100%	100%	100%	100%	100%	100%						
Cust	omers	Acct # for voice or bundle, res+bus	2043	2034	2024	2055	2062	2067						
	omer Trouble Report													
		Total # of working lines					1						1	
	6% (6 per 100 working lines for	Total # of trouble reports					1						1	
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	20/ /2 / / / / /	Total # of working lines	2488	2482	2478	2513	2528	2537						
tar	8% (8 per 100 working lines for	Total # of trouble reports	18	15	28	17	17	20						
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.60%	1.13%	0.68%	0.67%	0.79%						
Min.	400/ (40 400 10	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	9	8	17	9	11	8						
A		Total # of repair tickets restored in ≤ 24hrs	9	8	17	9	11	8						
Adju		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	ervice Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	38.38	63.45	136.63	34.40	134.63	57.95						
IVIII).	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	4.26	7.93	8.04	3.82	12.24	7.24						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	9	10	18	10	11	13						
		Total # of repair tickets restored in < 24hrs	9	10	18	9	11	8						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	90%	100%	62%						
		Sum of the duration of all outages (hh:mm)	38.38	88.55	138.70	58.45	134.63	238.58						
		Avg. outage duration (hh:mm)	4.26	8.85	7.71	5.85	12.24	18.35						
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												1
	dard = 80% of calls ≤ 60	% ≤ 60 seconds												
	nds to reach live agent (w/ a	76 ≥ 60 Seconds												<u> </u>
meni	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	e Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Report	ng Unit Name:	Wishon	

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte	•		Date filed (11/14/2020) 3rd Quarter		Date filed (2/14/21) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
la etel	Hadlan Internal	Total # of business days	0.00	0.09	5.91	0.00	5.32	0.00						
	liation interval	Total # of service orders	0.00	1.00	2.00	0.00	2.00	0.00						
Min. s	standard = 5 bus. days	Avg. # of business days	0.00	0.09	2.95	0.00	2.66	0.00						
		Total # of installation commitments	0.00	1.00	2.00	0.00	2.00	0.00						
	Ilation Commitment	Total # of installation commitment met	0.00	1.00	2.00	0.00	2.00	0.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
met		% of commitment met	0%	100%	100%	0%	100%	0%						
Custo		Acct # for voice or bundle, res+bus	33	32	34	33	33	32						
Customer Trouble Report														
	'	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	11inite w/ > 3 (100 lines)	% of trouble reports												
ıda		Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports												
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	79	79	78	83	82	82						
_	10% (10 per 100 working lines	Total # of trouble reports	4	0	1	3	0	2						
	or units w/ \(\sigma 1,000 lines)	% of trouble reports	5%	0.00%	1.28%	3.61%	0.00%	2.44%						
		Total # of outage report tickets	2	0	1	3	0	2						
A		Total # of repair tickets restored in ≤ 24hrs	2	0	0	3	0	2						
Adjus		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	0%	100%						
	ervice Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	14.27	0.00	1.35						
iviin. S	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	0.46	0.00	35.42	4.76	0.00	0.68						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	2	0	1	3	0	2						
		Total # of repair tickets restored in < 24hrs	2	0	0	3	0	2						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	0%	100%						
		Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	14.27	0.00	1.35						
		Avg. outage duration (hh:mm)	0.46	0.00	35.42	4.76	0.00	0.68						
Refu		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
	·													
		Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Loty	Phone: 559-868-6376	Email: fredl@ponderosatel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Ponderosa Telephone Co.			U#:	1014-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reportii	ng Unit Name:	O'Neals	

	Measurement (Cor	mpile monthly, file quarterly)	(Date filed (05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte	r		Date filed (11/14/2020) 3rd Quarter			Date filed (2/14/21) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inoto	llation Interval	Total # of business days	4.53	6.79	3.01	1.72	0.00	0.00						
		Total # of service orders	2.00	3.00	1.00	1.00	0.00	0.00						
IVIII 1. S	standard = 5 bus. days	Avg. # of business days	2.27	2.26	3.01	1.72	0.00	0.00						
		Total # of installation commitments	2.00	3.00	1.00	1.00	0.00	0.00						
	Ilation Commitment	Total # of installation commitment met	2.00	3.00	1.00	1.00	0.00	0.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						1
met		% of commitment met	100%	100%	100%	100%	0%	0%						
Cust	omers	Acct # for voice or bundle, res+bus	239	241	241	242	242	242						
	omer Trouble Report													†
<u> </u>	'	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											1	†
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
g	00/ (0 400 400 400	Total # of working lines												1
tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
M in	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	308	308	310	310	313	311						
_		Total # of trouble reports	6	9	1	9	3	6						
	for units w/ ≤ 1,000 lines)	% of trouble reports	2%	2.92%	0.32%	2.90%	0.96%	1.93%						
		Total # of outage report tickets	5	6	1	4	1	0						
A	sted Out	Total # of repair tickets restored in ≤ 24hrs	4	6	1	4	1	0						
Adju	ervice Report	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	0%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	62.61	12.82	2.73	30.62	2.37	0.00						
iviin. S	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.52	2.14	2.73	7.65	2.37	0.00						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
	·	Total # of unadjusted outage report tickets	5	6	1	5	1	2						
	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	4	6	1	5	1	1						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	50%						
		Sum of the duration of all outages (hh:mm)	62.62	12.82	2.73	50.43	2.37	45.33						
		Avg. outage duration (hh:mm)	12.52	2.14	2.73	10.09	2.37	22.67						
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
menu	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Ponderosa Telephone Co.			U#:	1014-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportii	ng Unit Name:	North Fork	

	Measurement (Co	mpile monthly, file quarterly)		Date filed (05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte			Date filed (11/14/2020 3rd Quarter	,		Date filed (2/14/21) 4th Quarter	
			Jan			Apr May Jun			Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	12.75	16.54	58.89	30.77	25.17	61.47	- Cui	Aug	СОР		1101	- 500
Installation Interval Min. standard = 5 bus. days		Total # of service orders	5.00	8.00	25.00	16.00	10.00	17.00						†
Min.	standard = 5 bus. days	Avg. # of business days	2.55	2.07	2.36	1.92	2.52	3.62						1
		Total # of installation commitments	5.00	8.00	25.00	16.00	10.00	17.00						
Installation Commitment Min. standard = 95% commitment		Total # of installation commitment met	5.00	8.00	25.00	16.00	10.00	16.00						
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	1.00						1
met		% of commitment met	100%	100%	100%	100%	100%	94%						
Cust	omers	Acct # for voice or bundle, res+bus	1466	1462	1470	1484	1498	1512						
	omer Trouble Report	Theorem for velocial particle, recorded	1.00	1102				10.12						
- 220	1	Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports												†
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ıqa	00/ (0	Total # of working lines	1679	1673	1677	1705	1725	1745						
tar		Total # of trouble reports	13	12	22	20	8	27						
.⊑		% of trouble reports	1%	0.72%	1.31%	1.17%	0.46%	1.55%						
	10% (10 per 100 working lines	Total # of working lines												
_	` '	Total # of trouble reports												1
	for units w/ ≤ 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	7	6	12	11	5	15						
۰	sted Out	Total # of repair tickets restored in ≤ 24hrs	6	6	12	11	5	15						
Adju	ervice Report	% of repair tickets restored ≤ 24 Hours	86%	100%	100%	100%	100%	100%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	34.63	35.06	63.00	56.32	11.20	88.23						
iviin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	4.95	5.84	5.25	5.12	2.24	5.88						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	7	7	13	11	5	18						
	djusted Out	Total # of repair tickets restored in ≤ 24hrs	6	6	13	11	5	15						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	86%	86%	100%	100%	100%	83%						
		Sum of the duration of all outages (hh:mm)	34.63	64.72	64.65	56.32	11.20	193.83						
		Avg. outage duration (hh:mm)	4.95	9.25	4.97	5.12	2.24	10.77						
Refu	inds	Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						<u> </u>
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												ļ
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fred@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Ponderosa Telephone Co.			U#:	1014-C	Report Year:	2020	
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ing Unit Name:	Big Creek		

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte	r		Date filed (11/14/2020) 3rd Quarter			Date filed (2/14/21) 4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	0.50	0.49	12.41	1.89	96.88	27.05					1	
Min. standard = 5 bus. days		Total # of service orders	2.00	4.00	4.00	4.00	86.00	33.00					1	
		Avg. # of business days	0.25	0.12	3.10	0.47	1.13	0.82					1	
	Hadian Camadina and	Total # of installation commitments	2.00	4.00	4.00	4.00	86.00	33.00					1	
Installation Commitment Min. standard = 95% commitment		Total # of installation commitment met	2.00	4.00	4.00	4.00	86.00	33.00					1	
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
met		% of commitment met	100%	100%	100%	100%	100%	100%					1	
Cust	omers	Acct # for voice or bundle, res+bus	409	405	408	408	414	425						
	omer Trouble Report	,											1	
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
βģ	8% (8 per 100 working lines for	Total # of working lines												
Į.	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1	
0	urius w/ 1,001 - 2,999 iiries)	% of trouble reports											1	
Min.	10% (10 per 100 working lines	Total # of working lines	343	337	340	340	407	483					1	
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	1	0	2	6	1					1	
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	1%	0.30%	0.00%	0.59%	1.47%	0.21%					1	
		Total # of outage report tickets	0	0	0	2	3	0						
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	3	0						
	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	25.30	27.17	0.00						
IVIII I. 3	Startuaru = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	12.65	9.06	0.00						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	1	0	0	2	5	1						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	4	0					<u> </u>	
of Se	rvice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	80%	0%						
		Sum of the duration of all outages (hh:mm)	24.53	0.00	0.00	25.30	132.98	94.05						
		Avg. outage duration (hh:mm)	24.53	0.00	0.00	12.65	26.60	94.05						
Refu	nds	Number of customers who received refunds	0	0	1	0	0	1						
		Monthly amount of refunds	0.00	0.00	24.15	0.00	0.00	19.95					<u></u> '	<u> </u>
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing											 '	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
menu	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Ponderosa Telephone Co.			U#:	1014-C	F	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Report	ng Unit Name:	Cima		

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/20) st Quarter			Date filed (08/14/20) 2nd Quarte	r		Date filed (11/14/2020 3rd Quarter			Date filed (2/14/21) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	0.00	0.00	0.00	1.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of service orders	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bus. days		Avg. # of business days	0.00	0.00	0.00	1.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
l	Hadian Camadiman	Total # of installation commitments	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	34	35	35	36	36	36	0	0	0	0	0	0
Cust	omer Trouble Report													
	60/ (6 man 400 manhing lines for	Total # of working lines												
_	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	urits w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
ţa	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
65	units w/ 1,001 - 2,999 iiiles)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	43	44	44	45	45	45	0	0	0	0	0	0
	for units w/ < 1 000 lines)	Total # of trouble reports	1	0	0	0	0	0	0	0	0	0	0	0
	ioi units w/ = 1,000 lines)	% of trouble reports	2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
	rvice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	3tandard = 30 /0 Within 24 m3	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total Wat calls for TD, Dillion O Man Dillion					1	1				1		
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing											├	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent											<u> </u>	
	and = 60% of calls ≥ 60 ands to reach live agent (w/ a	% ≤ 60 seconds											<u> </u>	
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com
	1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	

Date Adopted: 7/28/09

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